KZN232_Final Service Delivery Standards_2017_Y

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)		Once a week
Premise based removal (Business Frequency)		Daily/weekly
Bulk Removal (Frequency)		Bi weekly/daily
Removal Bags provided(Yes/No)		No
Garden refuse removal Included (Yes/No)		Yes
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas excluding CBD		Daily
How soon are public areas cleaned after events (24hours/48hours/longer)		24hrs
Clearing of illegal dumping (24hours/48hours/longer)		24hrs
Recycling or environmentally friendly practices(Yes/No)		Yes
Licenced landfill site(Yes/No)		Yes
Water Service		
Water Quality rating (Blue/Green/Brown/N0 drop)		n/a
Is free water available to all? (All/only to the indigent consumers)		n/a
Frequency of meter reading? (per month, per year)		n/a
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		n/a
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		n/a
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		n/a
One service connection affected (number of hours)		n/a
Up to 5 service connection affected (number of hours)		n/a
Up to 20 service connection affected (number of hours)		n/a
Feeder pipe larger than 800mm (number of hours)		n/a
What is the average minimum water flow in your municipality?		n/a
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		n/a
How long does it take to replace faulty water meters? (days)		n/a
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		n/a
Electricity Service		
What is your electricity availability percentage on average per month?		1
Do your municipality have a ripple control in place that is operational? (Yes/No)		No
How much do you estimate is the cost saving in utilizing the ripple control system?		N/A
What is the frequency of meters being read? (per month, per year)		Per Month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		N/A
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		1 Day
Are accounts normally calculated on actual readings? (Yes/no)		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		No
How long does it take to replace faulty meters? (days)		3 Days
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes
How effective is the action plan in curbing line losses? (Good/Bad)		N/A
How soon does the municipality provide a quotation to a customer upon a written request? (days)		7 Days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		14 Days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		30 Days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		30 Days
Sewerage Service		
Are your purification system effective enough to put water back in to the system after purification?		n/a
To what extend do you subsidize your indigent consumers?		n/a
How long does it take to restore sewerage breakages on average		n/a
Severe overflow? (hours)		n/a
Sewer blocked pipes: Large pipes? (Hours)		n/a
Sewer blocked pipes: Small pipes? (Hours)		n/a
Spillage clean-up? (hours)		n/a
Replacement of manhole covers? (Hours)		n/a
Road Infrastructure Services		
Time taken to repair a single pothole on a major road? (Hours)		6 hours
Time taken to repair a single pothole on a minor road? (Hours)		1Hour
Time taken to repair a road following an open trench service crossing? (Hours)		8 hours on National Road and 4 Hours on CBD
Time taken to repair walkways? (Hours)		2 Hours per Square Meter
Property valuations		
How long does it take on average from completion to the first account being issued? (one month/three months or longer)		1 month
Do you have any special rating properties? (Yes/No)		No
Financial Management		
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)		Decrease unauthorised, Increase Fruitless and wastefull expenditure due to challenges on Esko invoices
Are the financial statement outsources? (Yes/No)		no
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?		YES
How long does it take for an Tax/Invoice to be paid from the date it has been received?		30 DAY
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?		YES

Administration	
Reaction time on enquiries and requests?	This information will only be available from the new complaints/requests register that will be implemented.
Time to respond to a verbal customer enquiry or request? (working days)	IMMEDIATELY
Time to respond to a written customer enquiry or request? (working days)	30 DAYS
Time to resolve a customer enquiry or request? (working days)	30 DAYS
What percentage of calls are not answered? (5%,10% or more)	The system does not presently log unanswered calls - this will be requested to be included in monthly reports
How long does it take to respond to voice mails? (hours)	The system is currently not equipped for voicemail - a quotation will have to be obtained from the service provider to install this and set it up.
Does the municipality have control over locked enquiries? (Yes/No)	yes
Is there a reduction in the number of complaints or not? (Yes/No)	Hotline to provide in respect of verbal/ telephonic complaints A written complaints register will be implemented with immediate effect by Registry
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	7 minutes at counter
How long does it take to renew a vehicle license? (minutes)	5 minutes at counter
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	5 minutes at counter
How long does it take to de-register a vehicle? (minutes)	10 minutes at counter
How long does it take to renew a drivers license? (minutes)	15 minutes at eye test & counter
What is the average reaction time of the fire service to an incident? (minutes)	15 minutes depending on distance
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	n/a
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	n/a
Economic development	
How many economic development projects does the municipality drive?	15
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	12
What percentage of the projects have created sustainable job security?	1
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	YES
Does the municipality have training or information sessions to inform the community? (Yes/No)	YES
Are customers treated in a professional and humanly manner? (Yes/No)	Yes